

Paper Reference 20161K
Pearson BTEC Level 3
Nationals Extended Diploma

INFORMATION TECHNOLOGY
UNIT 14: IT SERVICE DELIVERY

(PART A)

June 2019 Series

Maximum of 3 hours (plus your additional time allowance) across a period of 2 weeks.

SET TASK BRIEF

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Cinnamon Agricultural Services is based in Harrogate, Yorkshire, and employs 10 staff.

Cinnamon Agricultural Services sells new and used machinery and it also offers servicing and repairs for all types of agricultural machinery both on – site and on customer premises.

It also stocks a range of machinery parts.

The company premises include:

OFFICE

The Manager, Office Manager and Administrative Assistants use the office for general administration and financial tasks.

SHOP

The Shop Manager and Shop Assistant deal with customer requests for parts and servicing.

They also deal with requests from workshop mechanics for machinery parts.

There is a CCTV camera that monitors activity in the shop.

WORKSHOP

Used by mechanics for repairs and servicing of agricultural machinery.

Cinnamon Agricultural Services is not a real organisation but is meant to be representative of this type of facility in the agricultural sales and servicing sector that you might want to investigate as part of your research.
